

Texas State Affordable Housing Corporation

Compliance Review Observation Report

a) Resident attendance	X		
b) Frequency of service provided	X		
c) Notification to residents of services	X		
d) Number or type of services	X		
e) Survey of residents	X		
4) Did TSAHC provide any assistance regarding Resident Services based on the review conducted during the onsite visit?		X	
5) Is management properly submitting monthly Resident Service reports through the Compliance System?	X		
6) In the last 12 months, has TSAHC provided any assistance regarding the monthly Resident Service reports submitted through the Compliance System? If so, comment below.		X	

COMMENTS:

OFFICE	YES	NO	N/A
1) Is the office neat, the desk uncluttered?	X		
2) Are accurate office hours posted?	X		
3) Are the following displayed in full view:			
a) Occupancy Qualifications?	X		
b) Fair Housing Poster?	X		

COMMENTS:

RESIDENT FILE REVIEW	YES	NO	N/A
1) Does the owner maintain all records relating to initial resident income certifications, together with supporting documentation?	X		
2) Does the Owner/Agent make an effort to determine that the income certification provided by the resident is accurate?	X		
3) Does the file audit establish that residents are being recertified on an annual basis?	X		
4) For mixed (low-income and market units) developments, are there any Next Available Unit Rule Violations?	X		
5) Does the file audit indicate that staff needs additional training?		X	

COMMENTS: The tenant files are well maintained and in good order. The reviewer noticed the property manager is pre-filing the dates on signature pages. See observation below. In addition, the following issues were noted during the tenant file review. Management submitted corrective action for the issues, prior to the issuance of this report. No further action is required.

- Unit 11: The gross Social Security amount was not used to calculate benefit income. Management submitted a corrected Income Certification form supporting the corrected social security amount and updated Unit Status Report (USR). No further action is required.
- Unit 16: The tenant indicates they are divorced and self-certified that they do not have a copy of the divorce decree. However, the file does not contain documentation or oral clarification whether the tenant receives spousal support, from the divorce. Management must obtain this clarification from the tenant. Management submitted oral clarification to support that the tenant was not awarded income or assets in her divorce. No further action is required.
- Unit 36: The Under \$5,000 Asset Certification form is missing the direct express account. Management submitted the corrected Asset Certification form. No further action is required.

Observation:

- **The reviewer noticed several signature pages are being dated by management. TSAHC strongly discourages this practice. Applicants/tenants must date their signatures on required documents to support declarations made on the forms. Management is advised to refrain from pre-filing dates on signature pages moving forward.**

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If a new household moves in to any of the units with Findings (listed below), instead of submitting the required Corrective Action documents, submit with your response: the application for tenancy, all income and asset verifications, the executed Income Certification, and the 1st page of the lease for the new household occupying the unit.

Unit	Finding	Corrective Action Requirement
N/A		

COMMENTS:

SUMMARY OF FINDINGS AND OBSERVATIONS
<p>Observation:</p> <ul style="list-style-type: none">The reviewer noticed several signature pages are being dated by management. TSAHC strongly discourages this practice. Applicants/tenants must date their signatures on required documents to support declarations made on the forms. Management is advised to refrain from pre-filling dates on signature pages moving forward. <p>No Findings.</p>